STATE UNIVERSITY OF NEW YORK COLLEGE OF TECHNOLOGY CANTON, NEW YORK



MASTER SYLLABUS

BSAD 400 – OPERATIONS MANAGEMENT

For available course numbers, contact the Registrar's Office at registrar@canton.edu

CIP Code: 52.0205

For assistance determining CIP Code, please refer to this webpage <u>https://nces.ed.gov/ipeds/cipcode/browse.aspx?y=55</u> or reach out to Sarah Todd at <u>todds@canton.edu</u>

Created by: Charles Fenner Updated by: Nicholas C Kocher (clerical update)

> SCHOOL OF BUSINESS & LIBERAL ARTS BUSINESS DEPARTMENT FALL 2024

A. TITLE: Operations Management

B. COURSE NUMBER: BSAD 400

C. CREDIT HOURS (Hours of Lecture, Laboratory, Recitation, Tutorial, Activity):

# Credit Hours per Week	3
# Lecture Hours per Week	3
# Lab Hours per Week	
Other per Week	

D. WRITING INTENSIVE COURSE:

Yes	
No	х

E. GER CATEGORY:

Does course satisfy a GER category(ies)? If so, please select all that apply.

F. SEMESTER(S) OFFERED:

Fall	
Spring	
Fall and Spring	х

G. COURSE DESCRIPTION:

This course focuses on the study of modern theory and practice relating to the operations function in both manufacturing and service organizations. Topics include forecasting, materials and capacity planning and quality control. Case studies are used to examine and analyze the manufacturing and service environments in terms of operational planning, the use of teams and teamwork and decision-making problems that confront management. Fundamentals of the analytical method are introduced to help solve problems in the design, operation and control of systems.

- H. PRE-REQUISITES: ECON 103 Microeconomics, BSAD 301 Principles of Management, ACCT 101 Financial Accounting and MATH 141 Statistics
 CO-REQUISITES: None
- I. STUDENT LEARNING OUTCOMES:

Course Student Learning Outcome [SLO]	Program Student		
	Fiogram Student	_	
	Learning Outcome	GER	ISLO & Subsets
	[PSLO]		
a. Explain the importance of operations	2. Communication		1 – W
management in a competitive global	Skills		
business environment			
b. Compare principles of process and facility	1. Critical Thinking		2 – IA
design	and Analytical		
	Competence		
c. Analyze production data as a means of	1. Critical Thinking		2 – IA
demand forecasting and inventory planning	and Analytical		
	Competence		
d. Construct a production schedule utilizing	9. Technology		5
supply chain management principles with an			
emphasis on lean production and Just-In-			
Time manufacturing			
e. Evaluate lean production and quality	1. Critical Thinking		2 – IA
control methodology as tools for improving	and Analytical		
quality and system efficiency	Competence		
f. Identify principles of effective project	8. Resource		5
management	Management		

KEY	Institutional Student Learning Outcomes [ISLO 1 – 5]
ISLO #	ISLO & Subsets
1	Communication Skills
	Oral [O], Written [W]
2	Critical Thinking
	Critical Analysis [CA], Inquiry & Analysis [IA] , Problem Solving [PS]
3	Foundational Skills
	Information Management [IM], Quantitative Lit, /Reasoning [QTR]
4	Social Responsibility
	Ethical Reasoning [ER], Global Learning [GL],
	Intercultural Knowledge [IK], Teamwork [T]
5	Industry, Professional, Discipline Specific Knowledge and Skills

J. APPLIED LEARNING COMPONENT:

Yes	х
No	

If yes, select [X] one or more of the following categories:

Classroom / Lab	х	Community Service	
Internship		Civic Engagement	
Clinical Practicum		Creative Works/Senior Project	
Practicum		Research	
Service Learning		Entrepreneurship [program, class,	
		project]	

K. TEXTS:

Krajewski, L. J., Malhotra, M. K., & Ritzman, L. P. (2019). *Operations management: Processes and supply chains* (12th ed., Student Value Edition, Loose-leaf). Pearson.

Capsim Management Simulations Inc. (2019). *CapsimInbox: Operations Management* (Access code). Capsim. ISBN: 9781933681542.

- L. REFERENCES: None
- M. EQUIPMENT: Technology Enhanced Classroom
- N. GRADING METHOD: A F
- O. SUGGESTED MEASUREMENT CRITERIA/METHODS:
 - Exams
 - Quizzes
 - Case Studies
 - Project
 - Participation
- P. DETAILED COURSE OUTLINE:
 - I. INTRODUCTION TO OPERATIONS MANAGEMENT.
 - A. History of Operations Management
 - B. Competitiveness
 - C. Strategy
 - D. Productivity

II. FORECASTING.

- A. Elements
- B. Steps
- C. Approaches
- D. Techniques

III. SYSTEM DESIGN

- A. Product and Service Design
- B. Strategic Capacity Planning for Products and Services
- C. Process Selection and Facility Layout
- D. Design of Work Systems
- E. Location Planning and Analysis

IV. QUALITY

- A. Management of Quality
- B. Total Quality Management
- C. Process Improvement
- D. Quality Control

V. INVENTORY MANAGEMENT AND SCHEDULING

- A. Inventory Management
- B. Aggregate Planning
- C. MRP/ERP
- D. JIT/Lean Operations
- E. Scheduling

VI. SUPPLY CHAIN MANAGEMENT

- A. Needs
- B. Benefits
- C. Elements
- **D.** Logistics
- E. Purchasing
- F. Supplier Management

VII. PROJECT MANAGEMENT

- A. Project Life Cycle
- B. Gantt Charts
- C. PERT/CPM/Simulation
- D. Human Resources and Job design in Operations Management.
- Q. LABORATORY OUTLINE: None